

Continuing to provide customer service that exceeds expectations is the focus behind the **Planning and Development Department's** activities. The Department's emphasis on providing quality customer service in an efficient manner continues to be the most significant challenge for each of the Department's 132 employees.

Although the pace of development activity has shown signs of tapering off, the overall volume of development activity remains a constant challenge for the Department. The number of development permits has slightly decreased, yet inspection volumes have increased over the last year as previously permitted development projects wind their way through the construction cycle towards completion, as well as continuing to conduct the 13 new inspections mandated by the New Florida Building Code. Additional inspector positions authorized in the previous years have enabled the **Building Division** to continue to maintain and, in some cases, exceed established levels of service. These new levels of service include the continuation of 3 pool inspections with one inspector in a single trip, being able to reinspect corrections to minor rejected items on the same day and the ability of inspectors to pick up additional rescheduled inspections, as well as conducting walk through reviews and revisions to commercial projects whenever possible. The fiscal year 2004/2005 adopted budget includes funding for continuous training (County staff and the development community) as the division implements the New Florida Building Code as mandated March 1, 2002.

The **Development Review Division** continues to improve on its service delivery as evidenced by the reduction in review time for project submittals from three and a half weeks to ten working days. The Division's DRC process is now facilitated by management level decision makers. Further, a commitment coordinator has been assigned to oversee the implementation of all zoning and development agreements.

The focus of the **Planning Division** continues to include BCC directed initiatives to overhaul the Land Development Code, establish better coordination with the School Board through a revised interlocal agreement, complete the residential absorption study, promote alternate transportation modes in addition to

passenger vehicles, and evaluate funding and service provider alternatives for bus service. Also, the Division is focusing on a program to evaluate both internal and external customers regarding the contents and impacts of Vision 2020 in fulfillment of the County's Strategic Plan. Finally, staff has begun the process of preparing an evaluation and appraisal report of the Vision 2020 Plan.

The **Community Resources Division** will enhance the Department's service initiatives by facilitating the department-wide streamlining and automation of services and information through a partnership with the University of Central Florida known as Seminole SCI.NET. Most notable is the release of the digital landuse and zoning maps in partnership with the planning division and the initiation of online applications. The Community Development Section has been re-organized to expand services of its more than eight million dollars in funding annually, which includes revitalization of low income communities, the State Housing Incentives Partnership that provides down payment and home repair assistance, the Self-Sufficiency Program, which provides assistance to qualified citizens seeking two-year technical education. The Natural Lands Program will focus on the master planning of the Black Bear Wilderness Area, partnerships with the University of Central Florida, and the expansion of the citizen volunteer programs. The most significant projects for Community Resources will be the expansion of the Customer Resource Center's services to include public training on the myriad of planning and development information and services.

The **Administration Division** continues to provide leadership, management and financial oversight to the entire Department, including the County's Impact Fee program. Exciting projects include facilitating the completion of the Department Strategic Plan.

